

# Pilot 3

## User's Manual



For support please contact:  
[support@thehovercam.com](mailto:support@thehovercam.com) | 866-201-2056  
[www.thehovercam.com](http://www.thehovercam.com)

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# Pilot 3



The HoverCam Pilot is the world's first fully-integrated digital podium that combines all the classroom essentials into one cohesive, mobile unit. With a built-in Intel Core Processor (i3, i5 and i7 available), document camera integration, iOS integration, a 21" 10pt multi-touch screen, keyboard and trackpad, microphone for audio capture, and multiple USB and HDMI inputs, the Pilot is a digital classroom revolution on wheels.

The Pilot connects to nearly any interactive flat panel, display, monitor, or projector via wireless HDMI technology and use of the bundled HoverCast wireless HDMI transmitter/receiver hardware. The Pilot includes software for lesson recording (HoverCam Flex) as well as programs for digital whiteboarding and lesson sharing (KnoteSter). The Pilot also comes bundled with mirroring software (Reflector 2) to connect wireless to iOS devices, Android devices, Chromebooks and more.

For more information on the HoverCam Pilot and how to integrate with your 21<sup>st</sup> century classroom, visit HoverCam online at [www.thehovercam.com/pilot](http://www.thehovercam.com/pilot) or contact HoverCam support at (866) 201-2056.

**DON'T FORGET:** You must also connect your HoverCast receiver to a display to enable a wireless HDMI image to be displayed and USB Touch between your Pilot and output monitor to enjoy the full wireless HoverCam Pilot experience.

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# OPERATIONS INSTRUCTIONS

## Powering On

To power on your HoverCam Pilot, make sure the retractable power cable (located under the wheeled base unit) is securely connected to outlet power. Once connected, use the power switch on the right side of the touch screen module to power on. Please allow up to 60 seconds for system boot-up.

If left idle, the Pilot will automatically enter power save mode. To return your system from power save mode, touch anywhere on the touch screen or press any key on the keyboard. If left in power save mode for an extended period of time, your Pilot will enter sleep mode. To exit sleep mode, press the power button on the right side of the touch screen module.

## Windows 10 Operating System

Once powered-on, your Pilot will operate the latest trial-version of Windows 10. Essential functions, settings controls, operations, and commands, are comparable to that of a new Windows-operating desktop including interface and system presets. You will need to enter a license key to activate the full license.

For more information on how to troubleshoot your Windows 10 operating system, please visit [www.windows10-guide.com](http://www.windows10-guide.com) to download the full Windows 10 user manual.

## Display Type Selection

The HoverCam Pilot can share displays with any interactive flat panel, tv, monitor, projector or other output device that has an HDMI input by use of the HoverCast wireless HDMI module. For display, there are various options for display:

- Mirrored Display - The output device displays the exact mirror image of what appears on the Pilot's screen.
- Extended Display - The output device acts as an extension to the Pilot's main display, showing only the windows placed in the extended area. This area can be oriented to the right, left, top, or bottom of the Pilots' main display area.

To switch between display modes, open the Windows Settings menu and select the Devices icon. In the **Devices** menu, select **Display Settings** on the right. Scroll to the **Multiple Displays** section. From here, select which output monitor to use as a display, where the display should be oriented, and whether the display should mirror or extend.

**NOTE:** Pilot units out of the box begin in **EXTENDED DISPLAY** mode upon boot-up. To set the Pilot to mirrored display via the HoverCast, switch the display preferences in the Windows display settings menu.

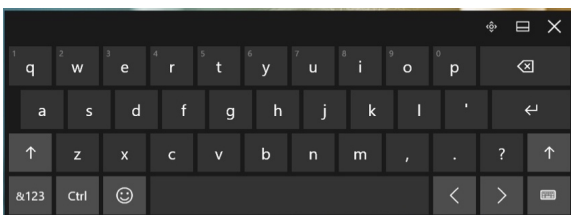
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# OPERATIONS INSTRUCTIONS

## Digital Keyboard

The HoverCam Pilot has a digital keyboard that can be activated in lieu of the sliding physical keyboard. To launch the digital keyboard, click the small white keyboard icon at the bottom-right corner of your Windows desktop. The screen will appear as an overlay. To collapse the keyboard into a mobile window, select the white rectangle icon at the top-right corner of the gray keyboard field. Your digital keyboard is now mobile. To replace the keyboard as a stagnant overlay, press the icon again.

To close the digital keyboard and return to the normal desktop, press the X icon at the top-right of the digital keyboard.



## Wi-Fi Connectivity

The HoverCam Pilot is wifi-compatible. To connect the Pilot to wi-fi, open the connection settings menu. This menu is accessible at the bottom right hand corner of your Windows desktop via the wi-fi signal icon (1) or by accessing the Windows system settings menu (Windows icon at the bottom left corner of your Windows desktop) and selecting Network & Internet.

Select your desired network and enter any necessary security passwords or keys. You will have the option to “remember this connection.” After selecting your network, press “connect.” Your Pilot is now connected to wi-fi. For an in-depth guide to Windows 10 wi-fi connectivity troubleshooting, please contact HoverCam Support, or visit [www.windows10-guide.com](http://www.windows10-guide.com).

## Bluetooth Connectivity

The HoverCam Pilot is capable of pairing with Bluetooth devices such as wireless mice, wireless keyboards, speakers, and more.

To pair with a Bluetooth device, make sure your desired device has Bluetooth detection enabled. On the Pilot, navigate to the Windows system settings menu and select Devices.

# OPERATIONS INSTRUCTIONS

Switch Bluetooth to “On.” The Pilot is now Bluetooth detection enabled. Select your desired device from the list of discoverable devices below the Bluetooth switch. To add a new device, select the gray + Add Bluetooth icon.

For an in-depth guide to Windows 10 wi-fi connectivity troubleshooting, please contact HoverCam Support, or visit [www.windows10-guide.com](http://www.windows10-guide.com).

## Installing Programs & Apps

The HoverCam Pilot is compatible with apps that require a Windows 10 operating system. Such software and apps are available online or in the Google Play store. To install onto the Pilot, download the desired app and follow on-screen instructions to run standard installation.

**DISCLAIMER:** Downloading apps from the internet may subject your unit to harmful malware, errors, or system failure. HoverCam is not responsible for any contracted malicious programs or software installed while downloading outside third-party applications.

# PORTS & CONTROLS

## Ports

The HoverCam Pilot has several ports for a variety of connectivity options. Please see the diagram below for list of all available ports.

Microphone-In
Auxiliary-In
USB 3.0
HDMI 1
HDMI 2
Power Button
Manual Reset

**NOTE:** The auxiliary-in port of for audio output to headphones, external speakers, etc. The microphone-in port is to connect an external microphone for audio capture. To switch audio capture to the connected device, you must switch the audio device input settings in the Windows 10 settings menu. Audio can also be transmitted via HDMI connection.

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# PORTS & CONTROLS

## Controls

The Pilot has various hardware controls for viewer source switching and telescopic stand adjustment.

1	Move Motorized Stand Up
2	Switch HDMI View to iOS Port
3	Switch HDMI View to HDMI 2
4	Switch HDMI View to HDMI 1
5	Switch Microphone Capture
6	Move Motorized Stand Down

The motorized telescopic stand raises and lowers the Pilot's touch screen module. The Pilot can go from a minimum height of 28in to a maximum height of 40in.

The Pilot also includes a built-in keyboard and trackpad that slides out from the front left face of the touch screen module for traditional computing.

## KEY COMPONENTS



1	HoverCast Wireless HDMI Antenna	Connect wireless HDMI to output device
2	21" Touch Screen	Full touch screen for computer operation
3	Keyboard & Trackpad	Traditional keyboard, right/left click trackpad
4	Microphone	Microphone for audio capture
5	iOS Input	iOS input for HDMI viewer and mirroring
6	Solo 8Plus 13MP Document Camera	Document camera for image viewing

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# KEY COMPONENTS

## The HoverCast- Introduction

The Pilot comes equipped with a wireless HDMI antenna and receiver combination called the HoverCast. Using the HoverCast, the Pilot communicates wirelessly with any interactive flat panel, projector, display, or unit with an HDMI input. The HoverCast pairs one-to-one from antenna to receiver, so it is possible for multiple HoverCast signals to be present in the same room without interference.

As the HoverCast does not require a wi-fi signal or Bluetooth signal to function, wireless HDMI operation does not affect internet connectivity, bandwidth, Bluetooth connectivity, or other external wireless communication.

## The HoverCast- Components

Wireless HDMI Antenna



Wireless HDMI Receiver



The HoverCast is composed of two main components: the wireless HDMI antenna (connected at the top-left corner of the Pilot touch screen module) and the wireless HDMI receiver (included in packaging). Both components are necessary for wireless HDMI viewing. The wireless HDMI receiver requires external power. The ideal tested range between the HoverCast antenna and receiver is 30ft or less.

**NOTE:** The wireless HDMI receiver is specifically paired with its corresponding Pilot unit. Loss or damage of the receiver will impair one-to-one connectivity. Pilot units with lost or broken receivers will need a new receiver to be paired and programmed before continuing use. If your receiver is lost or broken, please contact HoverCam Support.

## HoverCast Pairing

Wireless HDMI receivers and antennae come already paired out of the box. HoverCast connection requires line-of-sight visibility to maximize functionality.

To begin pairing, make sure your HDMI receiver is secured to the desired output device (using the attached screw unit) and is connected to external power. When properly powered, the receiver will display a single red solid light. Once receiving power, connect the included HDMI cable from the receiver to the HDMI input on the desired output device. If working with a touch-enabled output device, connect the provided USB touch cable between the receiver and output device.

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# KEY COMPONENTS

## HoverCast Pairing

There are several states the HoverCast receiver may enter when pairing, connecting, and searching for a USB touch device.

### State 1: Solid Blue

The HoverCast is paired, connected, and communicating with the output device.

### State 2: Solid Black

The HoverCast is powered off. When the output device is powered-off, the HoverCast receiver will show a solid red light in the middle. This means the HoverCast is receiving power, but is not connected to a powered output device.

### State 3: Rapid Blue Flashes

The HoverCast is actively searching for a unit to pair. Ensure the PC is powered on and has Bluetooth enabled. Under the Add a Bluetooth Device option, select "CS-MTouch" to pair. When the Pilot is powered-off, the blue HDMI light on the HoverCAST receiver will blink as it is actively searching for a unit to pair.

### State 4: Long Black (Off), Short Blue (On)

The HoverCast is paired, but cannot find the known PC signal. The known PC is likely off or has Bluetooth disabled. Turn on Bluetooth to successfully connect the units.

### State 5: Long Blue (On), Short Black (Off)

The HoverCast is paired and connected to the PC, but there is an issue connecting USB touch to the current input state of the output device. To stabilize, make sure the output device is on the correct HDMI channel and all cables are properly connected to the HoverCast and output device.

To power on the HoverCast, press the raised button on the back of the HDMI receiver. While connecting, the receiver will blink a blue light behind the corresponding connection. If the HDMI connection is processing, the HDMI icon will illuminate. If the USB touch is processing, the Touch icon will illuminate. Once properly connected, the receiver will illuminate blue light behind the HDMI icon and Touch icon and remain solid.

Select the appropriate input on the output device to begin wireless HDMI transmission.

**NOTE:** Connecting the HoverCast after power on may take up to 30 seconds. Wait until after HDMI or Touch icons illuminate a solid blue light. Removing and altering the connected cables during the connection process may hinder connectivity.

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# KEY COMPONENTS

## HoverCast Troubleshooting

If your HDMI receiver loses power, wireless HDMI transmission will end. To reconnect, simply reconnect the HDMI receiver to a power source. To manually reconnect the HDMI antenna and receiver, press the connection button on the top of the HDMI antenna. Allow 30 seconds for reconnection. Once reconnected, HDMI transmission will be restored.

In the event of loss of touch USB connectivity, there are three simple solutions to regain connectivity.

### **Solution 1:** Power Cycle All Devices

1. Power off the HoverCast, the output device, and the Pilot
2. Power on the HoverCast, the output device, and the Pilot **in this order**.
3. Be sure the flat side of the HoverCast antenna on the Pilot (with the ventilation circles) is facing the HoverCast receiver at all times.

### **Solution 2:** Unpair and Re-Pair the HoverCast to the Pilot via Bluetooth

1. To unpair, open settings, then click/tap the **Devices** icon.
2. Click/tap **Bluetooth & Other Devices** on the left-hand side, then click/tap on the paired Bluetooth Device (ex: **"CS-MTouch"**) you'd like to remove.
3. Click/tap the **Remove Device** button.
4. Popu-up Window: Click/tap **Yes** to confirm.
5. Turn off the Bluetooth slider on the Pilot and **wait one minute**. Then turn the Bluetooth slider back on.
6. Make sure your Bluetooth device is turned on and ready to pair. On the HoverCast, press the **Touch** button. The blue touch light will start blinking.
7. To pair, click/tap **Add Bluetooth and Other Device** icon.
8. The Add a Device Window will appear. Select Bluetooth and wait for the **CS-MTouch** to appear.
9. Click/tap on CS-MTouch and select **Connect**.
10. The Touch light will light up solid blue. **Wait for 30-60 seconds**. The blue light will turn off. Wait another 30-60 seconds. The Touch light will illuminate and stay solid blue.

### **Solution 3:** Unplug and Replug the USB Cable from the Back of the HoverCast

1. Unplug the **USB cable** from the back of the HoverCast.
2. Power off the output device. **Wait for 10 seconds** and power the device on again.
3. Replug the USB cable into the back of the HoverCast and **wait for 15 seconds** to ensure connectivity.

**NOTE:** Users should avoid pressing the HDMI and USB buttons on the HoverCast receiver unit. Tampering with these functions may hinder HoverCast connectivity and overall functionality when pairing.

# KEY COMPONENTS



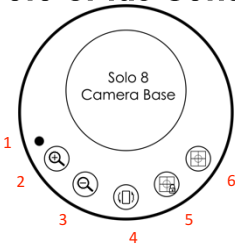
## Solo 8Plus Document Camera

The Pilot includes an integrated Solo 8Plus 13MP document camera. This camera can be used for displaying live images, scanning, lesson recording, video conferencing, and annotation. The main software to use with the Solo 8Plus is the HoverCam Flex software which comes preloaded on the Pilot.

The camera can rotate up to 270 degrees and bends at three hinges with an adjustable dial on the camera head to switch between portrait and landscape display. The Solo 8Plus also include LED lights beneath the camera head.

For a full manual, operations guide, and troubleshooting instructions for the Solo 8Plus, download the user manual and quickstart guide from the HoverCam Support Center at <https://thehovercam.desk.com/>.

## Solo 8Plus Controls



1	Manual Reset
2	Zoom In
3	Zoom Out
4	Rotate Image 180 Degrees
5	Auto-Focus Lock
6	Auto Focus

The integrated Solo 8Plus has hardware controls for basic functionality. To manually reset the camera, use a pen or small point to press the Reset button to the left of the main hardware controls.

Further camera functionality and control options can be found in the HoverCam Solo 8 quickstart guide and Flex software manual online at [www.thehovercam.com](http://www.thehovercam.com).

## HoverCam Flex



The Solo 8Plus operates using HoverCam Flex recording software.

HoverCam Flex lesson recording and annotation software is for use exclusively with HoverCam document cameras. Use Flex for general instruction with the highest quality video output to record full-motion video and audio, to annotate over video while recording, capture screenshots, and organize saved media.

For a full manual, operations guide, and troubleshooting instructions for HoverCam Flex software, download the user manual and quickstart guide from the HoverCam Support Center at <https://thehovercam.desk.com/>.

(More information available in the Bundled Software section under HoverCam Flex)

## iOS Dock

The iOS dock is compatible with most iOS devices that utilize a lightning port. The iOS dock is an input option for the HoverCam HDMI Viewer software (see HDMI Viewer section under “Included Software”) to display iOS device screens to the HoverCam Pilot. This can be accessed via the HDMI switcher controls located above the integrated document camera.

To select the iOS dock as the active input, select the Lightning Port button from the HDMI switcher controls and then launch the HDMI Viewer. Once active, users can annotate, record, and screen capture iOS screens.

**NOTE:** The iOS dock is for visual mirroring purposes only. While connected to the dock, touch mirroring will not be enabled.

## Microphone

The integrated microphone is located in the neck of the Solo 8Plus. This microphone is used for audio capture both for lesson recording and (if applicable) conferencing. External microphones can be connected via the microphone port on the right side of the touch screen module.

**NOTE:** The microphone is designated for audio capture, not output. HoverCam is developing a set of wireless speakers for voice amplification and lift. Please contact your HoverCam authorized reseller for more information. To connect the microphone to an external sound system, connect via Bluetooth or auxiliary input.

# KEY COMPONENTS

## Microphone Set-Up

To ensure accurate audio capture from the proper input device, manual set-up for the microphone may be required. To set the built-in Solo 8 microphone as the default audio capture device:

1. Right-click (or press and hold) the volume icon on the taskbar at the bottom of the screen. Select **“Recording Devices.”**
2. In the **Recording** tab, select the microphone (HoverCam Solo 8 or Solo 8Plus). Right-click and select **Set as Default Device.**
3. Select the microphone or recording device you’d like to set up (HoverCam Solo 8 or Solo 8Plus) and select **Configure.**
4. Select **Set Up Microphone**, then select **Desktop Microphone**
5. Follow the steps of the **Microphone Setup Wizard**
6. Select the microphone or recording device you’d like to set up (HoverCam Solo 8 or Solo 8Plus) and select **Properties.**
7. In the **Levels** tab, set the microphone level to **75** and select **Apply.**
8. In the **Listen** tab, click inside the **box** next to **Listen to This Device.**
9. Below **“Play Through This Device,”** select **XX” Monitor (XX”** is the size of your CenterStage) and select OK. If you are not using a HoverCam CenterStage unit, select the output device that will be paired with the Pilot.

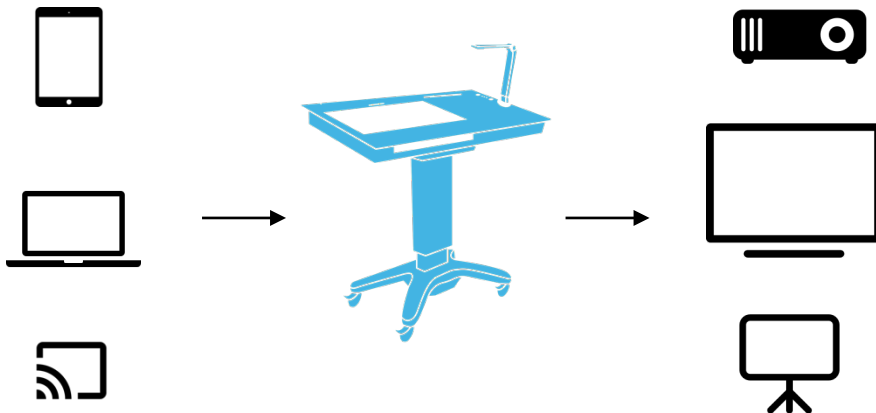
## Setting Default Speakers

The HoverCam Pilot includes onboard, built-in speakers, but can output sound via HDMI through use of the HoverCast. To set a paired device as the default output unit:

1. Right-click (or press and hold) on the **Speaker Icon** on the taskbar at the bottom of the screen. Select **Playback Devices** from the notification area. A **new window** entitled **Sound** will open.
2. Right-click on a blank area within the Sound window. Place a check mark on **Select Disabled Devices** and **Select Disconnected Devices.**
3. Select the **XX” Monitor (XX”** is the size of your CenterState unit) and select Set Default to set it as the default device. If you are not using a HoverCam CenterStage unit, select the output device that will be paired with the Pilot.
4. Select **OK** to save changes and exit.

**NOTE:** The default internal speakers for the Pilot are “Realtek High Definition Audio.” When connected via the HoverCast, the output speakers should be set to “MStar Demo.” If MStar Demo does not appear in the list of Playback Devices, unplug the HoverCast receiver from its current HDMI port and re-plug into another. Refresh the Playback device list and reconnect.

# EXTERNAL CONNECTIVITY



The HoverCam Pilot features several ports for a variety of hardware connectivity options to connect to external monitors, interactive flat panels, projectors and various other HDMI-compatible devices. The Pilot can also be tethered to a computer for screen sharing, mirroring, etc.

## HDMI Connectivity

In lieu of being connected via the HoverCast wireless HDMI display and wireless touch USB, the Pilot can connect directly via HDMI and USB respectively from the Pilot directly to the output device to enable HDMI viewing and touch. To connect, simply insert an HDMI cable into one of the HDMI ports and a USB touch cable (included) into the USB port from the Pilot to a compatible port on a touch-enabled output device.

## Computer Connectivity

The Pilot can connect to a tethered computer by use of the HDMI inputs for mirroring and annotation. Tethered computers can either be used as an external storage unit or for display mirroring. To connect a laptop, launch the HoverCam HDMI viewer and select the desired HDMI input to mirror.

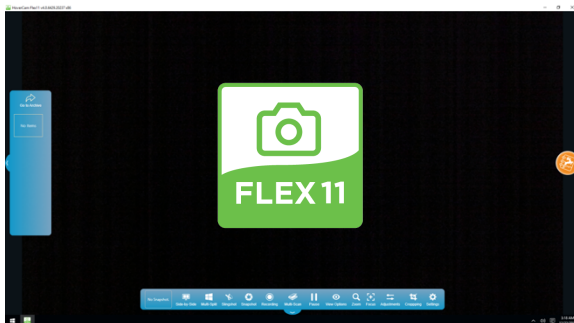
**NOTE:** Although the Pilot is able to be tethered to a computer, it does not need to be tethered to function as the Pilot operates on an autonomous Windows 10 operating system. Laptop connection is exclusively for visual mirroring.

# BUNDLED SOFTWARE

The HoverCam Pilot comes standard with a bundle of software. These software include HoverCam Flex lesson recording software, HoverCam HDMI Viewer, KnotSter, and other standard pre-installed software Windows 10 operating system.

**NOTE:** The Pilot is compatible with Microsoft Office and similar software. However, the Pilot does not include a license for such software. To run these software on the Pilot, a unique license will be required.

## HoverCam Flex



HoverCam Flex includes tools for lesson recording, projecting, screen recording, screen capture and annotation through use of the annotation wheel. Main screen components include:

- Live video display in center, taking the majority of the screen area
- A pull-out tab on the left edge for showing the recent snapshots saved. Click on the tab to display recent snapshots, and again to hide the snapshots.
- A pull-out tab on the right edge for showing the annotation wheel
- A main toolbar on the bottom of the screen showing the following functions (from left to right)
  - Split Screen
  - Slingshot
  - Snapshot
  - Record
  - Multi Scan
  - Freeze
  - View Settings
  - Zoom
  - Focus
  - Control
  - Cropping
  - Settings

The Pilot comes standard with HoverCam Flex software, however, to download the most recent version or update Flex Software and/or the user manual, visit:

[www.thehovercam.com/software-downloads/](http://www.thehovercam.com/software-downloads/)

# BUNDLED SOFTWARE

## KnoteSter

KnoteSter is a suite of applications essential for every teacher. KnoteSter melds several pieces of software together into one coherent, user-friendly, and simple interface. Each application on KnoteSter is compatible with the others, ensuring the smoothest user experience when handling whiteboarding materials, recorded lessons, screenshots, and more.



No more missed lessons or lost notebooks. No more borrowing notes or panicking before a test. KnoteSter captures lessons in real-time, making them accessible anywhere, anytime, on any mobile device or browser. With KnoteSter, the classroom is wherever you are. With real-time uploads and an easy learning curve, KnoteSter makes for the perfect tool for every teacher. KnoteSter apps include:



### Lesson Recorder

Record your lessons and upload in real-time to a cloud-based server. Full lessons are available immediately after recording.



### Document Camera

A viewer application to use a linked HoverCam document camera to project lessons as well as take snapshots, record video, and annotate live over lessons.



### Whiteboard

A multi-touch digital whiteboard space allowing for annotation, note-taking and drawing. Whiteboard features panning, pinch-to-zoom, and tab creation to expand working space.



### Desktop Marker

An annotation tool that allows users to annotate over any live program or application including web browsers, live video, presentation, word documents, and more.



### Roster Manager

Name, sort, organize and add descriptions to individual classes.



### Archive Manager

Organize previously-saved lessons, documents, and screen shots. Here you can publish/unpublish lessons, edit and trim videos, and download previous content.



### Messenger

Communicate with students individually or in groups. Messages can be text or audio, and contain multimedia such as notes, pictures and videos.

For a full manual, operations guide, and troubleshooting instructions for KnoteSter, download the user manual and quickstart guide from the HoverCam Support Center at <https://thehovercam.desk.com/>.

# BUNDLED SOFTWARE

## HDMI Viewer



The HoverCam HDMI viewer is a software used to view the active screen of tethered computers, laptops, iOS devices, and more. The HDMI Viewer allows you to view, record, zoom and annotate over the a mirror image of the connected device's active screen. To display desired material, launch the HDMI viewer and select the desired input via the HDMI input switcher controls (HDMI 1, HDMI 2, or Lightning Port).

For a full manual, operations guide, and troubleshooting instructions for the HDMI Viewer, download the user manual and quickstart guide from the HoverCam Support Center at <https://thehovercam.desk.com/>.

**NOTE:** Tethered devices should be connected to the Pilot before launching HDMI viewer. Connecting devices while the viewer is running may cause connectivity issues. If sound is not being output upon boot-up, switch the audio capture device in the HDMI Viewer settings to the desired laptop or iOS device.

## Reflector 2

Reflector is a wireless mirroring software. With Reflector, users can mirror device displays wirelessly from various units including iOS devices, Android devices, Chromebooks, Chromecast, Apple AirPlay, and more. Reflector comes standard with all HoverCam Pilot units.



For a full manual, operations guide, and troubleshooting instructions for Reflector, download the user manual and quickstart guide from the HoverCam Support Center at <http://www.airsquirrels.com/reflector/>.

**NOTE:** If any of the above software is not pre-installed upon receipt of the HoverCam Pilot unit, please contact HoverCam Support for troubleshooting and installation directions.

# WARRANTY

Pilots have a standard 1-year warranty. This warranty can be upgraded to 3 –year or 5-year. To purchase an extended warranty, please contact your authorized HoverCam reseller.

Please register you rarranty here to be sure to receive important updates:  
<https://thehovercamserver.com/shop/warranty-registration/>  
and contact [sales@thehovercam.com](mailto:sales@thehovercam.com).

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# SERVICE & SUPPORT

For technical support and servicing requests, submit a service ticket at <https://thehovercam.desk.com/customer/portal/emails/new> or please email [support@thehovercam.com](mailto:support@thehovercam.com).

Support, assembly, set-up, and troubleshooting videos are available online at the HoverCam YouTube channel:  
[www.youtube.com/mrhovercam](http://www.youtube.com/mrhovercam)

Please also note that the HoverCam Pilot comes standard with a set of proprietary drivers to ensure hardware functionality. Reimaging of the Pilot unit may adversely affect the device. Please consult HoverCam Support before reimaging or altering the natural state of the Hovercam Pilot.

## Cleaning & Care

When cleaning the HoverCam Pilot, extra care should be taken in consideration to the touch screen and external components. The best and safest cleaning method is to use a dry microfiber cloth and gently wipe the touch screen while the unit is powered off. Glass cleaners are not advised as the moisture may damage or adversely affect touch sensitivity or component functionality.

## GoToMeeting

When requesting support, be sure to download the desktop mirroring application, GoToMeeting. GoToMeeting is a remote desktop and conferencing software that allows HoverCam technical support staff to view and access your HoverCam Pilot unit remotely with a designated viewing code.

To access, visit [www.GoToMeeting.com](http://www.GoToMeeting.com) via the Pilot. HoverCam Support staff will provide a 9-digit access code to sync the HoverCam Pilot unit with Support and enable screen sharing. Support staff will then be able to better diagnose and troubleshoot.